

### **Job Description: Specific Accountabilities:**

The manager has overall responsibility for the operation of the foodbank, ensuring that we are able to meet the needs of clients facing food poverty crisis. The role is wide-ranging and varied and responsibilities include: ensuring there are sufficient donations (both food, toiletries and financial), managing distribution of food parcels, recruiting and developing volunteers (and any approved employees), and for building relationships with key referral agencies. The manager represents the foodbank externally raising the profile of food poverty and lobbying for those in need and is the primary contact for Trussell Trust: reporting to the Trustees, who have ultimate accountability for the Foodbank.

### ***Strategic development***

- Continuously monitor feedback and trends in order to anticipate required changes to services to ensure the needs of the clients are met. Regularly engage with clients, key agencies and volunteers to explore ways to improve service delivery

### ***Communications***

- Build external relationships with key referral agencies, local forums and networks so that we can address the root causes of food poverty in our local area
- Represent the foodbank externally, raising the profile of food poverty and lobbying for those in need

### ***Foodbank centre(s) & Volunteers***

- Liaise with and support foodbank distribution centre co-ordinators, hosts and volunteers in order to monitor operational standards
- Provide training, and guidance for signposting and the use of tools provided to support this
- Act as Safeguarding Officer for the foodbank ensuring compliance with relevant Safeguarding legislation and reporting to the trustees  
Undertake recruitment and training, for all volunteers and provide ongoing engagement, support and leadership

### ***Warehouse***

- Liaise with the volunteer warehouse manager to monitor operational efficiency
- Support the volunteer warehouse manager to monitor Health and Safety, ensuring compliance with statutory requirements and good practice. Liaise with the volunteer warehouse manager to monitor stocks levels, issuing appeals as necessary

### ***Data***

- Be familiar with the on-line data system, monitoring the key data indicators
- Be responsible for General Data Protection Regulation compliance

### ***Agencies***

- Communicate with referral agencies in response to queries or issues

### ***Public Relations***

*Liaise with the Communications Officer to ensure that they:*

- Prepare and issue newsletters to maintain engagement of supporters and partners
- Issue press releases as appropriate, respond to local press and other media enquiries

- Manage (including regularly updating) the content and presentation of the foodbank's on line website

#### ***Finance***

- Comply with the foodbank's finance policy
- Seek opportunities to increase funding for the foodbank through grants and donations
- Liaise with the trustees to identify resources for central purchase
- Provide the volunteer treasurer with details of payments and receipts, and supporting documents, to enable proper accounting

#### ***Quality Assurance***

- Monitor the views of stakeholders
- Respond to Trussell Trust requests
- Undertake the annual Quality Assurance visit from The Trussell Trust

#### ***Reporting to Trustees***

- Report to the foodbank's trustees by attending all trustee meetings including the annual trustee "Away day" planning meeting.
- Advise the trustees of exceptional events, such as complaints, major press contacts, accidents, external evaluations or risk to reputation

#### ***Compliance***

- Act as primary contact for Trussell Trust. Comply with the terms of the foodbank franchise, including standard operating procedures
- Comply with all legal requirements relating to the operation of the Foodbank, including health and safety requirements ensuring there are sufficient first aiders available